

PROBLEM: Missing Flightstick Pro or Thrustmaster Controls

SOLUTION:

The game shipped without specific documentation for the Flightstick Pro or Thrustmaster FCS Mark I.

FS FPro	FCS Mark I	Keyboard	Function
Move hat ↑	No hat support	[F1]	Front view/ Toggles cockpit
Move hat ←	—	[F2]	Left view (hold to pan left)
Move hat →	—	[F3]	Right view (hold to pan right)
Move hat ↓	—	[F4]	Rear/ Turret view
Trigger	Trigger	[Spacebar]	Fire guns
Middle top button	Pinky button	[Y]	Lock target and match speed
Right top button	Bottom thumb button	[Enter]	Fire missile
Left top button	Top thumb button	—	See joystick Button #2 controls on Reference Card

For a more complete listing of the most common problems with *Wing Commander III*, call our BBS at 512-331-4446 (WC3HELP.TXT).

Internet: [ftp.ea.com](ftp://ftp.ea.com/pub/patches/wc3help.txt), under /pub/patches/wc3help.txt



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WING COMMANDER III ADDITIONAL TROUBLESHOOTING

If you're experiencing difficulties, first refer to **Troubleshooting** (p. 13-16) in the *Install Guide* and create a boot disk (p. 9). If that doesn't solve your problem, please consider these additional suggestions. And, always remember that you can consult **Origin Product Support** (p. 17).

PROBLEM: Long CD Load Times (missions and movies load slowly)

POSSIBLE SOLUTIONS:

◆ **Check to see if you are loading a disk compression utility.**

To find out, edit your system CONFIG.SYS and look for something similar to DBLSPACE.SYS, DRVSPACE.SYS or STACHIGH.SYS. *Wing Commander III* does not work optimally with disk compression and will double your load times. The remedies below can help somewhat, but the problem may not be fixable.

◆ **Run CHKDSK and/or SCANDISK (from the DOS directory at the C:\ prompt) to check for hard disk damage.**

1. If either program reports damage, repair the damage according to the instructions in your DOS manual. Then, delete the game from your hard drive: **(DOS 6.0 or higher)** Type DELTREE C:\WC3 [Enter].

or

(DOS 5.0) Type DEL C:\WC3 [Enter]. Then, type RD C:\WC3 and press [Enter].

2. Next, optimize your drive(s):

(DOS 6.0 or higher) Type DEFRAG from the DOS directory.

For example, for a full optimization (specified by the "/F" parameter), type DEFRAG C: /F

or

(DOS 5.0) You'll need a disk defragmentation utility, such as *Norton Speed Disk*.

3. Re-install *Wing Commander III* (see *Install Guide*).

◆ **If your drive has 33MB free or more after installation, copy files to your hard drive to speed up load times.**

(You need 20MB for game swapfiles, 5 additional MB to save games, and 8 or more MB to copy the minimum number of game files to your system — a total of 33MB.)

1. Re-run the install program by typing wc3 -i from the CD-ROM drive using Disc 1. (If you haven't re-installed yet, just type wc3.)

2. Select COPY FILES TO HARD DRIVE.

3. If you have 67MB free, select COPY OBJECT, MISSION AND GAMEFLOW FILES. If you have less space (33MB-66MB), try the 8MB or 26MB option.

- ◆ **Edit your boot disk's CONFIG.SYS and set BUFFERS=99.**

(Each buffer uses 532 bytes of conventional memory.)

- ◆ **If you have DOS 6.0 or higher and over 7200K of XMS, try allocating a 100K SMARTDrive cache. (This may not work on all systems.)**

1. Edit your boot disk's AUTOEXEC.BAT.

2. At the end of the SMARTDRV.EXE line, specify the savegame drive letter. It is *not helpful* to specify a cache with less than 100K. For example, to specify a 100K cache on your C drive, type: C:\WINDOWS\SMARTDRV.EXE C 100

- ◆ **Install additional RAM into your computer to shorten load times considerably.**

PROBLEM: Error: A processor exception has occurred.
Your system may be unstable at this point.

POSSIBLE SOLUTIONS:

- ◆ **Edit your boot disk's CONFIG.SYS and make sure it contains this line (if not, add it):** DEVICE=C:\DOS\HIMEM.SYS

- ◆ **This error commonly occurs with the Mitsumi CD-ROM model FX001/FX001D.**

To correct it:

1. Open your boot disk's CONFIG.SYS and look for the following line. (If you don't have it, the CD drive isn't your problem, and your system may not be 100% compatible.)

DEVICE=C:\<PATH>\MTMCDAE.SYS /D:MSCD001 <PARAMETERS>

2. Look for MTMCDAS.SYS in your CD-ROM directory. If you find this file, change the driver line in the boot disk's CONFIG.SYS to read:

DEVICE=C:\<PATH>\MTMCDAS.SYS /D:MSCD001 <PARAMETERS>

3. If you're using MTMCDAE.SYS and can't find MTMCDAS.SYS, change the line in your boot disk's CONFIG.SYS to read:

DEVICE=C:\<PATH>\MTMCDAE.SYS /D:MSCD001 <PARAMETERS> /T:S

- ◆ **For systems that are not 100% Intel® compatible, check with your processor's manufacturer. They may have solutions to your problems.**

PROBLEM: Game locks after typing "WC3" at the WC3 prompt.

POSSIBLE SOLUTIONS:

The "dots" signify the initialization progress of the game. If your system locks after several dots:

- ◆ **Make sure you're using a boot disk (refer to p. 9 of the *Install Guide*).**

- ◆ **Make sure your VESA driver is present and up to date.**

1. Disc 1 contains a program that attempts to load the correct SVGA driver for your video card. To run it, place Disc 1 in the CD-ROM drive and type UNIVBE at the DOS prompt.

2. If UNIVBE doesn't solve the problem, refer to your card documentation for the correct driver, or contact its manufacturer. If you can't find the right driver, specify VGA mode (type wc3 -v to start the game, instead of wc3).

- ◆ **Make sure your mouse driver is installed and is 100% Microsoft® compatible.**

1. Edit your boot disk's AUTOEXEC.BAT or CONFIG.SYS file (whichever loads your mouse driver). Look for a line containing MOUSE.SYS, MOUSE.COM or MOUSE.EXE.

2. If you find it, type REM, followed by a space, at the beginning of the line. This disables the line during boot-up. For example: REM C:\WINDOWS\MOUSE.COM

3. Reboot and see if the problem persists. If so, the mouse driver isn't your problem and you can remove the REM statement. However, if this step solves the problem, your mouse isn't 100% Microsoft compatible. Refer to your mouse documentation or **Mouse/Joystick Questions** (p. 15 of the *Install Guide*).

- ◆ **Make sure your system is virus-free and has at least 25MB free after installation (the minimum amount of space needed to play and save games).**

1. Run a virus program (such as MSAV, which shipped with DOS 6.0 and higher) to scan your drive(s). Refer to the appropriate program documentation for instructions.

2. Check hard drive space by typing DIR at the DOS prompt. The last line tells how much disk space is free (in bytes). You need approximately 25,600,000 bytes free (25MB).

- ◆ **Check your sound card documentation to make sure the install program settings are correct, and that your card is compatible with those listed on the box.**

Some sound cards are not 100% Sound Blaster compatible. Select NONE under the SELECT MUSIC CARD and SELECT DIGITAL FX CARD options in the *Wing Commander III* Install main menu.

- ◆ **For systems that are not 100% Intel® compatible, check with your manufacturer. They may have solutions to the problems.**